



TRADEWOOD Windows and Doors Inc.
ARCHITECTURAL WOOD WINDOWS & DOORS
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TOLL FREE 1-800-410-0268

WARRANTY

MILLORK

Tradewood warrants to the customer that, if installed, finished, maintained and operated in accordance with the following instructions, for a period of five (5) year from date of delivery, each item of the millwork will conform in all material respects to Tradewood's written specifications for the item and will be free from defects in materials and workmanship. Natural variations in colour or texture of woods are not defects. Bleed through of resin, pitch or tannins is also not a wood defect. Wood and wood composites such as Medex will expand and must be protected from moisture or excessive heat and dryness. Natural movement of the substrate is not considered a defect. Failures or defects not covered include substrate failures such as cracks, panel shifts, or joint separation. In addition, failures due to improper installation and maintenance, or moisture penetration due to improper sealing or caulking are not covered. There are no other warranties which extend beyond the description hereof. Notwithstanding the foregoing, door stiles are warranted to remain true for a period of one (1) year from date indicated above, provided Tradewood's multi-point lock system is ordered and properly installed, and doors are properly maintained, including the painting of all door edges and faces.

UNITS WITH BARE INTERIORS

Clients requesting that no finishes are applied to the interior of any Tradewood exterior window or door products, or interior doors must plan on sealing and/or finishing within 30 days of installation to prevent excessive absorption or loss of moisture. This will reduce the chance of materials warping, cracking, checking, shrinking or releasing pitch or tannins contained within the wood. Any warping, checking, shrinkage or release of pitch or tannins under such conditions are expressly omitted from this warranty.

Customer shall promptly notify Tradewood in writing of any alleged defects in the millwork and specifically describe the problem. Tradewood shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of such defect no later than thirty (30) working days following the expiration of the warranty period.

Tradewood's obligation under this warranty is limited to repairing or replacing any millwork or parts thereof that Tradewood determines not to conform to this warranty. If Tradewood makes such determination, Tradewood will furnish either replacement millwork, free of charge, F.O.B. the original point of delivery, or send a representative to make on site repairs, at Tradewood's option. In no event, however, will Tradewood be responsible for installation, repainting, refinishing, or other similar activities necessary to complete the replacement of the millwork.

It is the customer's responsibility to properly care for and protect new millwork against moisture or excessive dryness, and to see that top and bottom edges and all surfaces are thoroughly painted or varnished. The foregoing warranties shall not apply to any millwork which has been installed, modified, repaired or maintained in a manner inconsistent with the methods recommended by Tradewood.

THE FOREGOING REMEDIES ARE EXCLUSIVE. TRADEWOOD MAKES NO OTHER EXPRESS WARRANTY. TRADEWOOD DISCLAIMS, AND CUSTOMER WAIVES ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRADEWOOD SHALL IN NO CIRCUMSTANCES BE LIABLE IN CONTRACT, IN TORT OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE. NO EMPLOYEE OR REPRESENTATIVE OF TRADEWOOD IS AUTHORIZED TO MODIFY THIS WARRANTY, OR TRADEWOOD'S STANDARD WARRANTY FOR ANY PRODUCT. THE FOREGOING WARRANTIES APPLY ONLY TO THE ORIGINAL PURCHASER.

HARDWARE

While all window and door hardware is manufactured by others, it is Tradewood's policy to provide a warranty against defects or errors in workmanship for hardware recommended and purchased by Tradewood. Tradewood warrants to customer that, for a period of one (1) year from date of delivery, each item of the hardware will be free from defects in materials and workmanship. Hardware recommended or purchased by the customer is not covered by this warranty.

Customer shall promptly notify Tradewood in writing of any alleged defects in the hardware and specifically describe the problem. Tradewood shall have no obligations under this warranty with respect to any defects unless it receives notice and a description of such defect no later than thirty (30) days following the expiration of the warranty period.

Tradewood's obligation under this warranty is limited to repairing or replacing any hardware or parts thereof that Tradewood determines not to conform to this warranty. If Tradewood makes such determination, Tradewood will furnish wither replacement hardware, free of charge, F.O.B. the original point of delivery, or send a representative to make on-site repairs, at Tradewood's option. In no event, however, will Tradewood be responsible for installation, repainting, refinishing, or other similar actives necessary to complete the replacement of the hardware.

The foregoing warranties shall not apply to any hardware which has been installed, modified, repaired or maintained in a manner inconsistent with the methods recommended by Tradewood or the manufacturer of the hardware.

THE FOREGOING REMEDIES ARE EXCLUSIVE. TRADEWOOD MAKES NO OTHER EXPRESS WARRANTY. TRADEWOOD DISCLAIMS, AND CUSTOMER WAIVES ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRADEWOOD SHALL IN NO CIRCUMSTANCES BE LIABLE IN CONTRACT, IN TORT OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE. NO EMPLOYEE OR REPRESENTATIVE OF TRADEWOOD IS AUTHORIZED TO MODIFY THIS WARRANTY, OR TRADEWOOD'S STANDARD WARRANTY FOR ANY PRODUCT. THE FOREGOING WARRANTIES APPLY ONLY TO THE ORIGINAL PURCHASER.

INSULATED GLASS

Tradewood warrants all insulated glass it supplies, with the exception of bent glass units or sealed units purchased from third party vendors (eg. Heat Mirror or other specialty units not fabricated by Tradewood), to customer against failure of the air seal for a period of ten (10) years from date of delivery. This warranty will be void if damaged during handling or installation, damaged due to movement of the building foundation or frame, not installed perpendicular to level of if the glass surfaces or edges are exposed to excessive temperature differentials. Cracked or broken glass; insulated glass installed where moisture accumulates and is not allowed to weep; insulated glass installed in ships, vehicles, a room with a swimming pool or in a greenhouse is not covered by the warranty. Any applied films will automatically void warranty. All third party fabricated sealed units shall have the third party manufacturers' warranty pass through to the owner.

ASTM methods and specifications are the basis for all glazing inspections. Tradewood follows ASTM Info. 1036, which covers basic information regarding glass inspections methods and viewing conditions. ASTM 1172 and 1349 provides details regarding laminated glass issues. ASTM 1464 covers the parameters for bent glass. Additional ASTM specifications as they relate to coated glass, tempered glass and heat treated glass are also followed. Generally, the ASTM specifications discuss a stand-off distance from the glass, looking through the glass not at the glass, and develops the idea of central and non-critical areas and some of the allowances made for contaminants, streaks and scratches.

Customer shall promptly notify Tradewood in writing of any alleged failure of the air seal and specifically describe the problem. Tradewood shall have no obligations under this warranty with respect to any defect unless it receives notice and a description of such defect no later than thirty (30) working days following the expiration of the warranty period.

Tradewood's obligation under this warranty is limited to replacing any insulated glass Tradewood determines to be defective or granting a credit to customer for the insulated glass. If Tradewood determines to replace the insulated glass, Tradewood will furnish replacement glass, free of charge, F.O.B. the original point of delivery. In no event, however, will Tradewood be responsible for installation, repainting, refinishing, or other similar activities necessary to complete the replacement of the insulated glass.

THE FOREGOING REMEDIES ARE EXCLUSIVE. TRADEWOOD MAKES NO OTHER EXPRESS WARRANTY. TRADEWOOD DISCLAIMS, AND CUSTOMER WAIVES ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRADEWOOD SHALL IN NO CIRCUMSTANCES BE LIABLE IN CONTRACT, IN TORT OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE. NO EMPLOYEE OR REPRESENTATIVE OF TRADEWOOD IS AUTHORIZED TO MODIFY THIS WARRANTY, OR TRADEWOOD'S STANDARD WARRANTY FOR ANY PRODUCT. THE FOREGOING WARRANTIES APPLY ONLY TO THE ORIGINAL PURCHASER.

PRIME/PAINT/STAIN FINISHES

Tradewood Windows and Doors Inc. offers priming, painting and staining services. Primers in no way are to be considered a waterproof finish, and should be painted prior to or immediately following installation. For units specified with no interior finish, the units should be sealed with a protective coat prior to or immediately following installation. Factory applied finishes are not to be considered a final finish. An additional coating is required to seal construction related abrasions and surface penetration related to fastener penetration or incidental damage from on site handling. All exterior finishing applied subsequent to any factory applied finishes should lap the glass surface. Maintenance of finish is critical to assurance of finish integrity. The complex interaction of the substrate with the coating and the environment in which the product will be used will directly impact finish longevity and maintenance. Annual visual inspections should be performed, particularly along horizontal surfaces and areas closer to grade level. Cracks from joint movement must be resealed. Finishes will fail due to penetrations through the surface which are not promptly sealed. Avoid or repair penetration of coating with fasteners during installation. Care must be taken to adequately reseat and repair areas damaged due to application of fasteners as well as areas violated through planing or fitting. Tradewood Windows and Doors Inc. applies many different finishes based on customer specifications. Damage to any coating due to on site storage, installation or maintenance practices is not covered. Subsequent coatings should be applied as frequently as required to produce and maintain the appearance desired by the customer. Failures or defects not covered include substrate failures such as cracks, panel shifts or joint separation. Tradewoods' obligation under this warranty is limited to that provided by the coating manufacture. In no event will Tradewood be responsible for installation, repainting or refinishing or other similar activities necessary to make good the finished product. There are no other warranties which extend beyond the description hereof.

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FINE PAINTS OF EUROPE FINISHES

All factory applied Fine Paints of Europe paint finishes are guaranteed not to crack, peel or blister for a period of seven (7) years from date of product delivery. This warranty does not include labor or the cost of labor for refinishing the product. Remedy under this warranty is limited to the supply of replacement paint to the original point of product delivery.

LIMITATIONS

Warping of Doors. Warping shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. Doors which develop a warp or twist in excwss of 6mm (1/4") will be deemed to be defective and replaced with finishing as per the original project finishing specifications, unless there is evidence to indicate that the door has been improperly stored, finished or hung, or has been subject to tension (eg. by wedging). Warpage of less than 6mm (1/4") will not be deemed to be defective. Doors should be left for a period of 12 months to permit conditioning to humidity and temperature, and for the proper functioning of mechanical systems to stabilize ambient conditions.

Misuse or Abuse. This warranty will not cover any product that has been subjected to any kind of abuse, misuse, alteration or neglect, or any manner that is inconsistent with any instructions regarding its use. Operation difficulties resulting from inadequate building construction, design, exposure to the elements, non-standard installations, including, but not limited to, installations in a non-vertical, upside down, on-the-side or out-of-square positions, are not covered by this warranty. Any damages, failures or operating difficulties resulting from movement of the building structure, or from any special coatings, or films on the interior of the product, or use in swimming pool or other high humidity areas without adequate ventilation or humidity control, will not be covered under this warranty.

Coastal Applications. This warranty does not cover leaks that may occur in door systems with ocean-side exposure (in-swing or out-swing). We recommend for any coastal applications where in-swing door systems are used that they also have combination storm/screen doors to reduce the risk of leakage.

Hardware Finishes. This warranty does not cover zinc dichromate finishes from normal fading or corrosion when used in corrosive environments. Corrosive resistant finishes are available upon request. Custom plating finishes on any hardware supplied by Tradewood are covered for a period of one (1) year from date of delivery. Custom plated finishes that are supplied to an ocean-side environment will not be covered by this warranty. It is recommended that any hardware finish be cleaned using a mild soap and warm water.

Because Tradewood employs many different kinds of hardware from a variety of manufacturers we cannot control the differences and variety from piece to piece in plated finishes due to differences that are inherent to dissimilar substrate material. Variation in colour may occur even when hardware pieces of the same brass/bronze alloy are used. Variations in colour and luster are not considered a defect but rather an enhancement to custom match finishes. It is the nature of certain "oil rubbed" finishes to wear down over time and with use. To prevent this a lacquer finish must be used. The addition of lacquers will cause variation in colour and luster.

Tradewood cannot be held responsible for any damage occurring from misuse, abuse, tampering, improper installation, improper maintenance, improper storage, extreme temperature conditions, or metal deterioration caused by atmospheric conditions over which Tradewood has no control.

High Humidity Areas. No warranty, either express or implied, are offered for products used in high humidity areas such as pools, greenhouses, or solariums. This extends to all areas of Tradewood's warranty package.

Outstanding Invoices. The terms and conditions of this warranty are only valid if all invoices are paid in full.

THE FOREGOING REMEDIES ARE EXCLUSIVE. TRADEWOOD MAKES NO OTHER EXPRESS WARRANTY. TRADEWOOD DISCLAIMS, AND CUSTOMER WAIVES ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. TRADEWOOD SHALL IN NO CIRCUMSTANCES BE LIABLE IN CONTRACT, IN TORT OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE. NO EMPLOYEE OR REPRESENTATIVE OF TRADEWOOD IS AUTHORIZED TO MODIFY THIS WARRANTY, OR TRADEWOOD'S STANDARD WARRANTY FOR ANY PRODUCT. THE FOREGOING WARRANTIES APPLY ONLY TO THE ORIGINAL PURCHASER.

GOVERNING LAW:

THIS EXPRESS LIMITED WARRANTY SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAW OF THE PROVINCE OF ONTARIO, CANADA.